The Bader International Study Centre

Procedure

Unwell Student Procedures: COVID 19
**PROCEDURE**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Unwell Student Procedures: COVID 19</th>
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</thead>
<tbody>
<tr>
<td>Contact:</td>
<td>Director of Student &amp; Enrolment Services</td>
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<tr>
<td>Purpose:</td>
<td>Provide a clear and succinct statement of the reason for this guideline, including the names of any existing policies, or procedures, that the guideline supports.</td>
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</table>

**Procedure: Screening for COVID-19**

<table>
<thead>
<tr>
<th>Step:</th>
<th>Instructions:</th>
<th>Person(s) Responsible:</th>
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<tbody>
<tr>
<td>Step 1</td>
<td>A staff member of the University is alerted to a student who is feeling unwell, and there is suspicion that the student may have contracted the COVID-19 virus. This staff member should alert Student Services by calling the SLC on-call phone number (07771 856183). At this time, the student must be directed to quarantine in their room until further instruction is given. Effort should be taken by the attending staff to collect student information such as name, room number, email, and phone number.</td>
<td>BISC Staff member, SLC On-Call</td>
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| Step 2 | The SLC on-call will perform a risk assessment with the student to determine current symptoms and severity.  

a) If the symptoms are unlikely to be COVID-19 and the student is in distress and requires medical attention, then the student will be transported to A and E or in extreme cases an ambulance will be called.  
b) If the symptoms are on the list of likely COVID-19 symptoms, then a lateral flow test will be carried out. Lateral Flow Tests are in Bader Hall Student Services Office and at Bader Hall Reception.  
a. If the lateral flow test is *positive* and the student is unlikely to need immediate health care, then the student will be instructed to call NHS 111 for further instruction. In most cases, the student will be instructed to attend a local assessment centre to have a PCR and/or antigen test administered. NOTE: A positive lateral flow test does not confirm a positive COVID-19 case on campus.  
b. If the lateral flow test is *negative* and the student is unlikely to need immediate health care, the student will be asked to continue to self-monitor and practice additional social distancing precautions to prevent the spread of other illnesses, and take another lateral flow test the following day. | SLC On-Call |
# Procedure: Caring for a student testing positive for COVID-19

| Step 1 | A staff member of the University is alerted to a student who has received a positive PCR or antigen test. This staff member should alert Student Services by calling the SLC on-call phone number (07771 856183) immediately.  
At this time, the student must be directed to quarantine in their room until further instruction is given. Effort should be taken by the attending staff to collect student information such as name, room number, email, and phone number. |
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<tr>
<td>Step 2</td>
<td>The SLC on-call will alert the Student Services Manager/Director on-call to inform them of the positive case. The Manager/Director on-call will assist with the remaining steps of this procedure.</td>
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</table>
| Step 3 | The student who is diagnosed with COVID-19 will be isolated in an en-suite room in the A3 corridor and may not leave for any other reason except emergency evacuation or to receive health care services.  
The Student Services Staff on-call will collaborate with Reception Staff on-duty to arrange a key to be programmed for the sick room.  
The Student Services Staff on-call will escort the student to the isolation room to ensure that the student brings all necessary belongings with them and understand the self-isolation expectations.  
Once the student is secured in the sick room, the Student Services Staff on-call will send an email to the self-isolation list serve to inform necessary staff. This email will follow the following template:  

**Hello all!**  

*This email is to inform you that a student at Bader Hall has entered self-isolation. They are located in room __. Please do not enter this room unless absolutely necessary.* |
| Step 4 | The Vice-Provost or designate will inform the student parents and guardians of the situation and the planned treatment of care within 6 hours of the positive result (dependent on time zones). |

**BISC Staff member, SLC On-Call.**

**SLC On-Call, Student Services Manager/Director On-Call**

**Student Services Staff, Bader Hall Reception**

**Vice-Provost (or designate)**
### PROCEDURE

| Step 5 | The Student Services Staff on-call will arrange food delivery for the student in self-isolation by contacting the following:  
- The student in isolation (for clarification on any dietary needs that must be met)  
- Aramark catering (to receive a list of meals for the student to choose from daily)  
- Campus Patrol (to arrange physical food delivery)  
Food delivery protocols for the student in isolation will be as follows:  
- As soon as possible, Catering will inform Student Services of meal choices in the dining hall. This can be done via email to studentservices@bisc.queensu.ac.uk  
- Student Services will coordinate meal selection with the isolating student.  
- Once the student has selected their meals, Student Services will forward their selection for the entire day to Catering.  
- The Catering Team will prepare requested meals in takeaway containers to be set aside each mealtime with any additional fruit, beverages (water), and dessert options that can be provided.  
- Campus Patrol will arrange to pick up and deliver meals to the isolating student’s room at 8:00am (breakfast), 12:00pm (lunch), and 5:00pm (dinner). Meals will be left outside of the student’s door to avoid contact with CP and the isolating student. | Student Services, Campus Patrol, Catering |
|---|---|---|
| Step 6 | The next working day, the following tasks will be completed:  
- The Director of Student & Enrolment Services will work with the Academic Director to ensure that the student receives academic support from their professors while in isolation. | Director of Student & Enrolment Services, Academic Director, Faculty related to the student in isolation |
| Step 7 | Daily, the SLC on-call will continue to provide follow-up to the student to triage any support required, including but not limited to:  
- Questions and concerns  
- Referral to health care services, and symptom management  
- Emotional & mental health support | SLC On-Call |

**Supplemental: Quarantine list serve**

A quarantine list serve will be created for the purpose of communicating openly with staff on campus where it is crucial, they know a student is isolating in Bader Hall. This information shall only be shared for the intention of preventing unnecessary contact between the isolating student.
and on-campus staff. This information must be held with strict confidentiality to safeguard the student and their identity.

The individuals on the list serve will be as follows:

Vice-Provost and Executive Director
Academic Director
Director of Student & Enrolment Services
Assistant Student Services Manager
Assistant Student & Enrolment Services Manager
Student Life Coordinators
Enterprise Director
Buildings and Facilities Manager
Librarian and Head of Learning, Information and Community Resources
Gardens and Grounds Manager
Operations Manager
Campus Patrol
Director of Corporate Development

Manager’s will disseminate this information to their teams only as absolutely necessary.

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Commencement Date: 25/11/2021
Amendment Dates: 08/11/2021; 25/11/2021
Date for Next Review: 31/03/2022
Related Documents: Provide names and links to related policies/procedures/guidelines